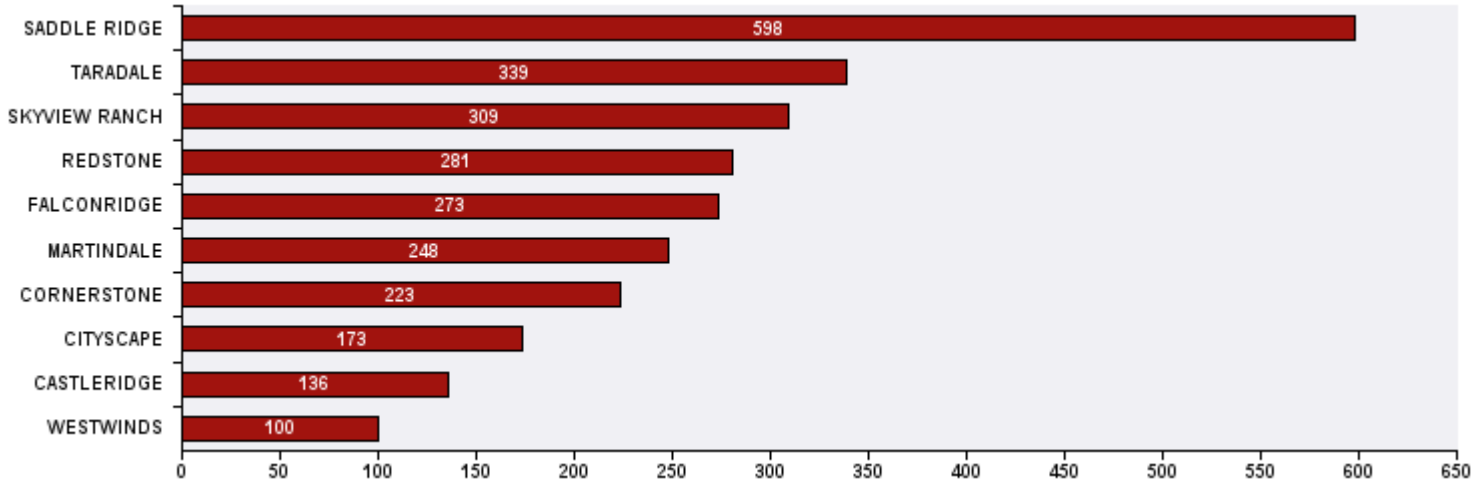


Top 10 Communities in Ward 5 by SR Volume



| Top 20 SR Types by Volume | SR Count | % of Total Ward |
|--|--------------|-----------------|
| Bylaw - Snow and Ice on Sidewalk | 235 | 8.0% |
| CBS Inspection - Electrical | 232 | 7.9% |
| CBS Inspection - Residential Improvement Project - RIP | 228 | 7.8% |
| Finance - Property Tax Account Inquiry | 192 | 6.5% |
| WRS - Cart Management | 150 | 5.1% |
| Roads - Snow and Ice Control | 149 | 5.1% |
| CBS Inspection - Plumbing | 142 | 4.8% |
| WRS - Waste - Residential | 101 | 3.4% |
| CBS Inspection - Commercial or Multi-Family | 100 | 3.4% |
| WRS - Compost - Green Cart | 78 | 2.7% |
| Finance - TIPP Agreement Request | 74 | 2.5% |
| WRS - New Service - Carts | 67 | 2.3% |
| CBS Inspection - Cancellation or Reschedule | 65 | 2.2% |
| Finance - ONLINE TIPP Agreement Request | 65 | 2.2% |
| WRS - Recycling - Blue Cart | 54 | 1.8% |
| Compliance - Taxi/Limousine/TNC (Ride Sharing) Concern | 48 | 1.6% |
| CBS Inspection - Heating & Ventilation | 45 | 1.5% |
| CN - Subsidized Programs - Fair Entry | 40 | 1.4% |
| CT - Employee Conduct | 37 | 1.3% |
| Parks - Snow and Ice Concerns - WAM | 36 | 1.2% |
| Total Top 20 SR Types | 2,138 | 72.8% |
| Total Other SRs | 799 | 27.2% |
| Total SRs for Ward | 2,937 | 100.0% |